

PROVIDER CHANGE OF INFORMATION INSTRUCTIONS

CHANGE OF ADDRESS

REQUIREMENTS

1. Provider agencies are required to inform DMS of address changes within five (5) days of the change by mailing the MAP 529 form. This is pertinent to a change of physical office address.
2. Provider agencies are required to inform DDID of physical office address changes.
3. DMS requires DDID approval BEFORE accepting office address changes noted on a submitted MAP 529.

PROCESS

1. Prior to the move, you as the provider agency should notify Alex.Head@ky.gov via email of the intended change of address.
2. Include your provider number on the email and the intended move date.
3. Be sure to let Alex know if this involves a change in service site location as well as an office site. For example: Is this just an office move? Or does it include a Day Training move as well?
4. Copy your Quality Administrator on the email.
5. If the move involves a change in service site as well as office site, a QA will need to visit the site and review for regulatory compliance PRIOR to the move. In such a case, we need plenty of advance notice. Twenty days' notice would be most helpful.
6. If the change of address involves an office location only, then less notice is needed. Ten days prior to the intended move date would be great.
7. If a service site is involved, the QA will inform Alex if the service site meets regulatory requirements. If so, Alex will send a letter to the agency via email confirming the site visit has been completed and the change of address has been acknowledged by DDID.
8. If a service site is NOT involved, that is, if this is a change in office location only, then Alex will send a letter to the agency via email acknowledging the change in office address.
9. You, as the moving agency, will then print the letter and attach it to your MAP 529. Send BOTH documents to the address for Kentucky Medicaid noted at the bottom of the MAP 529 form. Kentucky Medicaid will not process your request without the letter from DDID.
10. Check the DDID online provider directory to ensure the information has been updated and is accurate. If not, contact Alex. Please know it takes about 5 days after the information has been entered for it to be formally updated in the system. In other words, it takes five days to show up.

PROVIDER NAME CHANGE

This process is to be followed in the event the agency changes the name of the agency but there is NOT a change in ownership. As with the address change process, DMS needs verification of the change from DDID before their records are updated.

PROCESS

1. Prior to the name change, you as the provider agency should notify Alex.Head@ky.gov via email of the intended change, date of change, and your provider number.
2. Copy the Quality Administrator assigned to your agency on the email.
3. Alex will send a letter via email to the agency acknowledging the name change and noting the agency's existing certification dates.
4. You, as the provider, will then need to submit your request of name change to Kentucky Medicaid in writing. The letter from DDID acknowledging the change will need to be attached. Both documents should be mailed to the following address:
KY Medicaid
PO Box 2110
Frankfort, KY 40602
5. Check the DDID online provider directory to ensure the information has been updated and is accurate. If not, let Alex know.

CHANGE OF EXECUTIVE DIRECTOR OR AGENCY CONTACT INFORMATION

DMS does not need DDID verification of this request. So the process is simple.

1. For DDID, complete the provider profile entry form and send it via email to Alex.Head@ky.gov.
2. Copy the QA assigned to your agency on the email.
3. Give Alex time to enter the information and then, after about a week, check the online provider directory to ensure the information is captured and accurate.
4. Then inform any other contacts you have of your change of information.

RELINQUISHING A SERVICE

DMS does not require notification of this event. The agency simply needs to send an email to Alex.Head@ky.gov copied to Alice.Blackwell@ky.gov that provides notification that the agency will no longer provide the certified service and would like to have it removed from the their listing on the provider directory.